Volunteer Organizations

Needs Assessment Survey

SUMMARY REPORT

September 1983

MANITOBA

CULTURE, HERITAGE AND RECREATION

ACKNOWLEDGEMENTS

Special thanks to those who contributed to this report: more than 1,000 volunteers from over 100 voluntary organizations involved in recreation, culture, sport and fitness activities throughout the regions of Manitoba: the 33 recreation directors, the recreation consultants in each region, the Departmental staff, the Volunteers in Public Service Program and the Volunteer Centre of Winnipeg.

The Volunteer Organizations Needs Assessment Survey was conducted under the auspices of the Department of Fitness, Recreation and Sport. The department was disestablished August 1, 1983. The Department of Culture, Heritage and Recreation has assumed responsibility for the Volunteer Organizations Needs Assessment Survey and follow-up action.

VOLUNTEER ORGANIZATIONS NEEDS ASSESSMENT SURVEY

SUMMARY REPORT

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VOLUNTEER ORGANIZATIONS NEEDS ASSESSMENT SURVEY

SUMMARY REPORT

I Introduction

In the Fall and Winter of 1982/83, the Department of Fitness, Recreation and Sport, in conjunction with the Volunteers in Public Service Program, Employment and Youth Services Branch of the Department of Labour and Employment Services, conducted a needs assessment of the volunteer organizations involved in recreation, sport, culture and fitness activities throughout Manitoba.

This was done through a survey of volunteer development needs of the organizations and with recreation consultants and recreation directors throughout the regions (Westman, Parkland, Central, Interlake, Eastman and Norman) of the Department.

II Purpose

The purpose of the Volunteer Organizations Needs Assessment Survey was to better enable the Department of Fitness, Recreation and Sport to determine what supports to provide for volunteers, recreation consultants and directors involved in fitness, recreation and sport activities in the regions of Manitoba.

III Methodology

The Volunteer Organizations Needs Assessment Survey consisted of five parts:

PART A

Organizational Profile: For Volunteers in Fitness, Recreation and Sport

"The Organizational Profile: For Volunteers in Fitness, Recreation and Sport" was a questionnaire conducted by mail. One hundred and twenty-five questionnaires were issued and mailed from the Regional offices to selected volunteer organizations. Seventy-three Organizational Profiles

were returned. This was a return rate of 58% and was considered to be quite a good response.

PART B

Volunteer Organizations Interviews

An indepth interview was conducted with representatives from 30 organizations throughout the regions. These groups were selected to represent a cross-section of the types of volunteer organizations involved in fitness, recreation, culture, and sport activities.

PART C

Recreation Consultant's Interviews

Each Department of Fitness, Recreation and Sport regional recreation consultant was interviewed utilizing a standard interview format. Eight interviews were conducted with a total of 15 consultants.

PART D

Recreation Staff Group Interviews

A group interview was conducted in Westman, Parkland, Central, Interlake and Eastman Regions with recreation directors. The interview involved both workshop format and individual questionnaire portions. Individual interviews were conducted in Norman Region because it was not feasible due to distance and travel expense to conduct one group interview. A total of 33 recreation directors were interviewed.

PART E

Case Study - Parkland Region's Utilization of a Co-ordinator of Volunteers

The utilization of Co-ordinator of Volunteers in Parkland Region was examined.

IV The Findings

Who Volunteers?

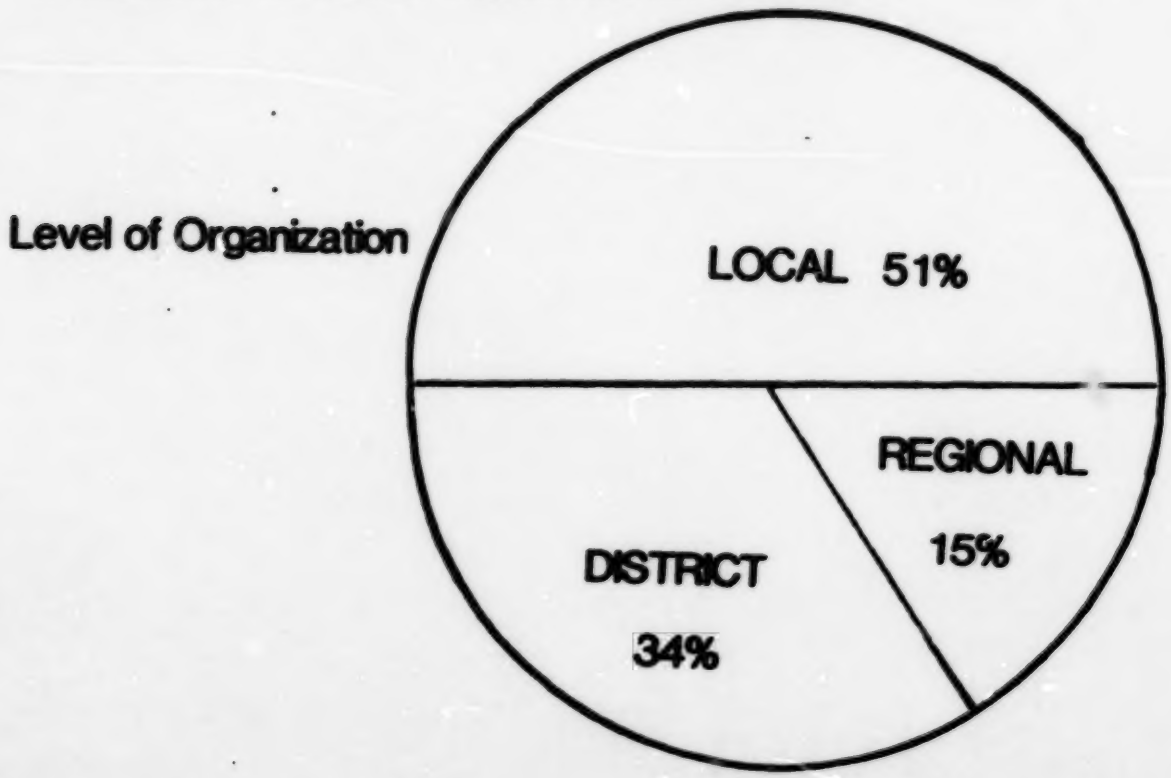
* slightly more men (60%) than women (40%)
* primarily those between the ages of 25 - 44 years (67% of the sample)
* no predominant occupation, although homemakers (22%), farmers (16%) and educators (11%) are mentioned most frequently

Length of Involvement

The majority of volunteers have been involved in their organization for two years or less. This indicates the turn-over of volunteers within an organization is fairly high.

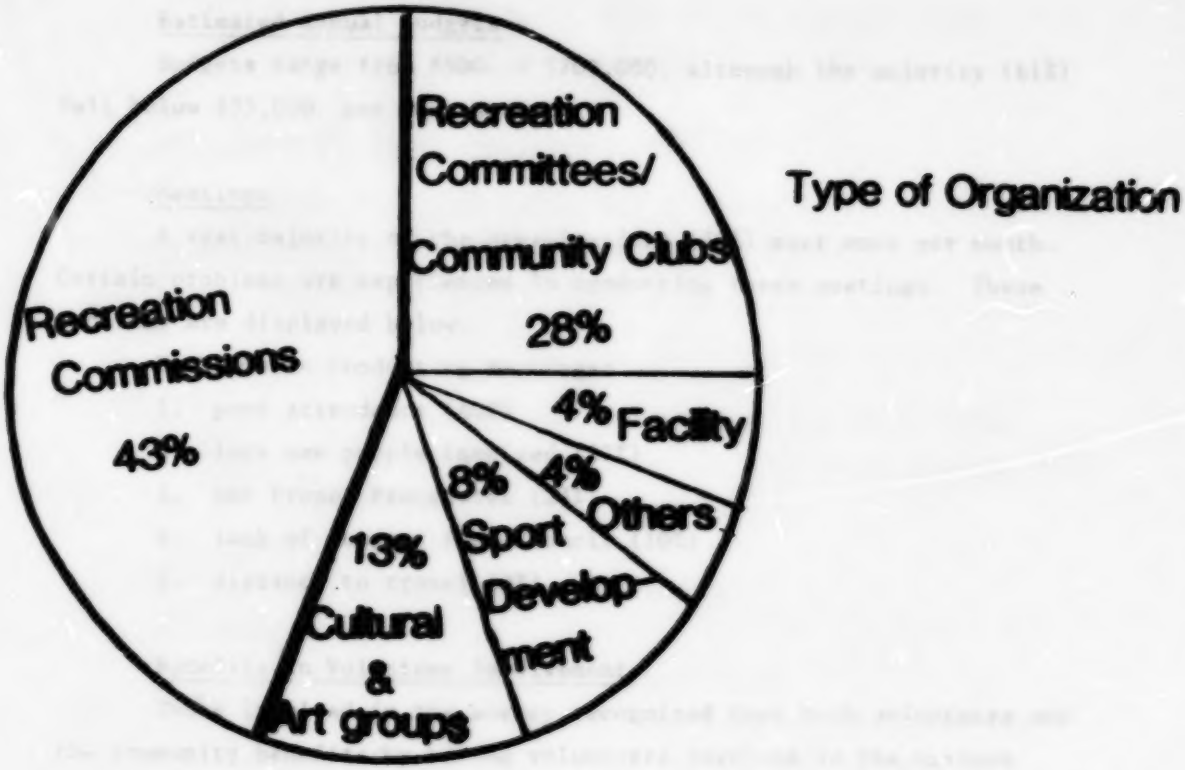
Level of Organization

Three levels of organizations were involved as pictured below: local (representing a single community), district (representing a group of communities) and regional (representing the whole region).



Types of Organizations

The following shows the types of organizations and their percentage of the sample:



Number of Years in Existence

The organizations have been in existence for an average of 10 yrs. Most frequently however, they have been in existence for 3 years.

Executives

A very large majority of the organizations have formal executives. (93%)

By-Laws and Constitutions

A large majority also are formed by by-laws and constitutions. (83%)

Number of Members

There is an average of 10 members in each organization.

Committees

The majority (55%) are subdivided into committees.

Estimated Annual Budgets

Budgets range from $500. - $700,000. although the majority (61%) fall below $35,000. per year budget.

Meetings

A vast majority of the organizations (73%) meet once per month. Certain problems are experienced in conducting these meetings. These problems are displayed below.

Problems in Conducting Meetings:

1. poor attendance (60%)
2. lack new people involved (27%)
3. use Proper Procedures (23%)
4. lack of support from Council (10%)
5. distance to travel (3%)

Benefits in Volunteer Involvement

Those involved in the survey recognized that both volunteers and the community benefits by having volunteers involved in the various organizations.

For Volunteers

Benefit

1. Personal satisfaction (50%)
2. Experience, skill development, training (43%)
3. Social experience (37%)
4. For the children (23%)
5. Opportunity for recognition (10%)
6. Input into decision-making (7%)
7. Very little, too much work (3%)

Benfits in Volunteer Involvement Cont'd..

For the Community

Benefit

1. **Having activities and services available (73%)**
2. **Community development and spirit (40%)**
3. **Curbs vandalism 'keeps kids off the streets' (13%)**
4. **Input into decision-making (10%)**

Main Tasks and Responsibilites

The main tasks and responsibilities of the volunteer organizations mentioned most often by the organizations are as follows:

1. **Recreation programming (79%)**
2. **Preparing budget (44%)**
3. **Operating and managing facilities (43%)**
4. **Managing finances (obtaining and allocating funds) (36%)**
5. **Liasing with community groups and/or Government Agencies (31%)**
6. **Hiring/supervising/advising staff (20%)**
7. **Policy formation (14%)**
8. **Training/leadership development (13%)**
9. **Fundraising (10%)**
10. **Public relations and communication (10%)**

Note that these are the most commonly mentioned tasks and responsibilities. This is not necessarily the order of importance to the amount of time necessary.

Problems and Frustrations

As voluntary organizations, they are faced with certain problems and frustrations trying to perform their main tasks and responsibilities.

* **lack of volunteers/recruiting volunteers (47%)**
* **lack of funds (40%)**
* **lack of time to do the job (37%)**
* **lack of enthusiasm/non-commital attitude of volunteers (27%)**
* **public apathy/lack of public awareness and support (27%)**
* **poor/lack of communication (14%)**

Problems and Frustrations Cont'd..

* obtaining and allocating funds (10%)
* poor/lack of facilities (8%)
* large distances to travel (8%)
* lack of new programme ideas (7%)
* lack of planning (7%)
* relating to town or municipal council (4%)
* no authority to make decisions (4%)

Problems Recruiting Volunteers

The lack of volunteers and recruiting of new volunteers was the problem most commonly mentioned by the organizations. Problems relate to:

* getting new people involved - "it's the same people all the time"
* keeping volunteers once they get them
* attracting unskilled volunteers
* distances to travel/accessibility for volunteers

Assistance Needed

The organizations felt the Department could assist them in becoming more effective in carrying out their main tasks and responsibilities in the following ways:

1. Offering (more) training opportunities (42%)
2. Providing financial assistance (19%)
3. Continuing what they are doing/they are doing an excellent job (19%)
4. Providing more personal contact by staff/more guidance and direction (12%)
5. Publicizing and marketing new programme ideas (11%)
6. Improving communication and information distribution (9%)
7. Developing standardized duties and responsibilities for recreation commissions and directors (6%)
8. Developing a system for volunteer recognition (5%)
9. Assisting with master planning (3%)
10. Facilitating formation of a Provincial Recreation Commission Association (3%)
11. Showing the benefits and provide funding for hiring a full time director (3%)

Assistance Needed Cont'd...

In short, the Department could assist the volunteer organizations through the provision of training opportunities, organizational development support and by providing financial assistance.

Training

Volunteer organizations, recreation consultants and recreation professionals were asked to select specific topics in which they felt volunteers needed and would commit themselves to for further training. The training topics in order of priority are:

1. Roles and responsibilities of a board or executive member
2. Conducting effective meetings
3. Long and short term planning
4. Volunteer management (recruitment selection, training, supervision, evaluation and recognition of volunteers).
5. Financial management
6. Problem-solving and decision-making.

Approaches to Training

The overwhelming concensus to approach the training is through a series of local, community-based workshops, seminars or presentations that are simple, short and effective. This could be complemented by some regional and provincial events.

Professionally-prepared resource materials should be available to be used as tools in the training.

Time Commitment

Volunteers have indicated that they would be prepared to commit between 12 to 24 hours per year to improve their performance as a volunteer. This could be accomplished through 2 - 3 training events per year.

Timing

Fall and spring are the preferred seasons for events to be conducted. There does not seem to be any strong preference for time of week although weekday evenings were most often preferred.

V Direction for Action

The Department is currently reviewing the findings and recommendations of the Report of the Volunteer Organizations Needs Assessment Survey and is in the process of determining a plan of action.

MEMBER PROFILE

Person #	Years Involved	Present Position	Age: Under 24	Age: 25 - 44	Age: 45 - 64	Age: 65+	Male or Female	Occupation
1								
2								
3								
4								
5								
6								
7								
8								
9								
10								
11								
12								
13								
14								
15								

Legend: Please complete the following "Member Profile" for your Organization.

Person # - numerical listing; names are not required.

Present Position in Organization - Example: Chairman, Secretary, Member-at-large, etc.

Years Involved in Organization - the number of years each person has been a member of the organization

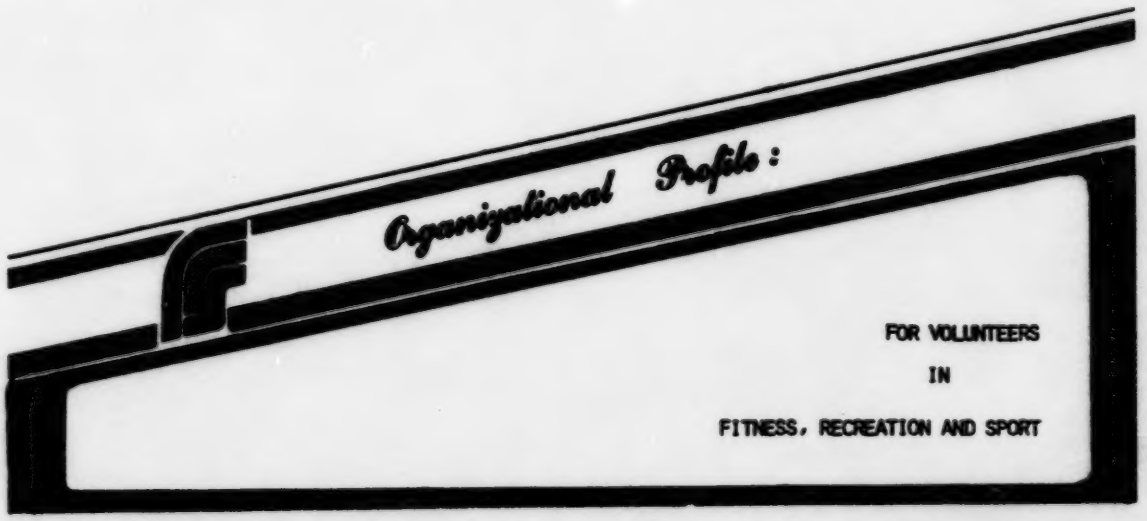
Age - check age category (✓)

Male/Female - Indicate M or F

Occupation - employment profession, trade. Example: teacher, farmer, homemaker, etc.

If more than 15 members please attach another sheet.

Please accept our sincere appreciation for helping us out. Thank you very much.



Name of Organization: _____

Mailing Address: _____ Postal Code _____

Contact Person: _____ Phone: home _____

(for additional information, if needed) business _____

MANITOBA

DEPARTMENT OF FITNESS, RECREATION AND SPORT

ORGANIZATIONAL DESCRIPTION

1. Geographic Areas covered _____

   _____

   _____

   (eg. municipalities, towns, villages, city, etc.)

2. Community(ies) represented _____

   _____

3. Number of years in existence _____

4. Approximate number of volunteers active in the organization _____

5. Estimated annual budget $ _____

6. Main aim of the organization _____

   _____

   _____

   _____

7. How often does your organization meet?

   less than once/month _____ bi-weekly _____

   once/month _____ other (specify) _____

8. Is your organization subdivided into committees? _____ Yes _____ No

9. Please list the 5 or 6 main tasks, responsibilities or jobs your organization carries out (eg. runs programs on XYZ, prepares budget, etc.)

   a) _____

   b) _____

   c) _____

   d) _____

   e) _____

   f) _____

10. What problems and frustrations do you face as a voluntary organization trying to perform the main tasks? _____

    _____

    _____

    _____

    _____

11. Which of the main tasks, responsibilities and jobs that you carry out would you like to be able to do better? _____

    _____

    _____

    _____

    _____

12. How could the Department of Fitness, Recreation and Sport assist you in becoming more effective in performing your main tasks, responsibilities and jobs? _____

    _____

    _____

    _____

ORGANIZATIONS RETURNING THE ORGANIZATION PROFILE

FOR VOLUNTEERS IN FITNESS, RECREATION & SPORT

Region	Organization
Westman	Birtle-Ellice Recreation Commission
	Brandon Allied Arts Council Inc.
	Virden Community Arts Council
	Arts West
	Virden Community Recreation Commission
	Rapid City Recreation Commission
	Neepawa Recreation Commission
	NCCE Recreation District Commission
	Daly-Saskatchewan Recreation Commission
	Glenwawa Recreation District Commission
	Boissevain Morton Recreation Commission
	Baldur and District Recreation Association
	Reston Community Recreation Commission
	Erickson Recreation Commission
	Viscount Cultural Centre
Parkland	Cowan Recreation Commission
	Ethelbert Recreation Commission
	Swan River-Benito District Recreation Commission
	McCreary Recreation Commission
	Parkland Sport Council
	Pine River Recreation Commission
	Bowsman Community Skating Arenas
	Birch River Recreation Commission
	Ste. Rose-Lawrence Recreation District Commission
	Village of Minitonas
	Russell Binscarth Recreation District Commission
	Intermountain Recreation District Commission
	Dauphin - Ochre Recreation District
	Roblin - Shell River - Hillsburg Recreation Commission

Region	Organization
Central	Plum Coulee Sport and Recreation Commission
	Notre Dame Recreation Centre
	St. Jean Parks & Recreation Association Inc.
	La Salle Community Centre
	Mariapolis Recreation Committee
	Springstein Community Club Inc.
	Town of Altona Recreation Committee
	Winkler Recreation Commission
	Inter-Ridge Recreation Commission
	Rosenfeld Good Neighbour Centre
	Pilot Mound Recreation Commission
	Gretna Cooperative Athletic Association Inc.
	Holland Recreation Committee
	Tiger Mountain Pool Inc.
	Plumas Recreation Commission
	Gladstone Parks & Recreation Board
	MacGregor and District Recreation Association
	Westbourne - Longburn Community Club Inc.
	Louise Recreation Commission
Interlake	Interlake Sport Development Association
	East St. Paul Community Club
	Eastern Interlake Recreation District Commission
	Arborg Riverton Recreation Commission
Eastman	Eastman Sport Development Association
	Eastman Art Exhibit Organizing Committee
	Commission des Loisoirs Ste. Anne
	Manitou Rapids Arts Council
	Brokenhead River Recreation District Commission
	R. M. of Springfield Recreation Commission
	Steinbach Parks and Recreation Commission

Region	Organization
East Norman	Thompson Y.W.C.A.
	Gillam Recreation Commission
	Leaf Rapids National Exhibition Centre
	Ma-Mow-We-Tak Friendship Centre
West Norman	Cranberry Portage Community Club
	Grand Rapids Recreation Committee
	Lynn Lake Community Club Inc.
	Precambrian Arts Group
	Flin Flon Recreation Commission
	Kelsey Recreation Commission (The Pas)
	Northern Manitoba Recreation Association (NORMRA)
	The Pas Arts Council Inc.

VOLUNTEER ORGANIZATIONS INTERVIEWED

Westman Region

Arts West Council
Killarney/Turtle Mountain District Commission
Westman Sport Association

Parkland Region

McCreary Recreation Commission
Parkland Figure Skating Association
Dauphin-Ochre District Recreation Commission
Ste. Rose Minor Hockey Association

Central Region

Morden Arts Guild
Louise District Recreation Commission
Mariapolis Recreation Committee
MacGregor Recreation Association

Interlake Region

East Selkirk Recreation Association
Selkirk Parks & Recreation Board
Arborg Arena Board
Interlake Arts Centre
Interlake Sport Development Association

Eastman Region

Manigotogan Recreation Committee
Steinbach Parks & Recreation Commission
Eastman Sport Development Association
Brokenhead River Recreation District Commission
Manitou Rapids Arts Council

East Norman Region

Gillam Recreation Commission
Nelson House Recreation Committee

West Norman Region

Cranberry Portage Community Club
Flin Flon Arts Council
Grand Rapids Recreation Committee
Kelsey Recreation Commission (The Pas)
Lynn Lake Community Club
Easterville Recreation Committee
Northern Manitoba Recreation Association (NORMRA)

TOTAL INTERVIEWS = 30

RECREATION PROFESSIONAL GROUPS INTERVIEWED

Region	Recreation Director	Location
Westman	Mr. Jack Fuller	Boissevain
	Ms. Ann Barteaux	Birtle-Ellice Recreation District
	Mr. Dennis Decker	Mid-West Recreation District
	Ms. Linda Yablonski	NCCE Recreation District
	Mr. Eugene Todd	Neepawa
	Mr. Gordon Kennedy	Killarney/Turtle Mountain Recreation District
	Ms. Mae Rosteski	Antler River Recreation District
	Ms. Jane Anne McGraw	Glenwawa Recreation District
	Ms. Louise Malkowich	Daly Saskatchewan Recreation District
	Mr. Larry McKillop	South West Recreation District
	Mr. Wade Bilodeau	Souris Valley Recreation District
	Ms. Debbie Kain	Minnedosa
Parkland	Mr. Ron Ober	Ste. Rose-Lawrence Recreation District
	Mr. Rick Lane	Rossburn-Silver Creek Recreation District
	Mr. Coots Riehl	Dauphin-Ochre Recreation District
	Ms. Cindy Sanford	Intermountain Recreaton District
Central	Mr. Chris Sobkowicz	Morden
	Ms. Darlene Gall	Lorne Recreation District
	Mr. Brian LePoudre	Louise Recreation District
	Mr. Ian Legaree	Winkler
	Mr. Blair Graham	Carman-Dufferin
	Mr. Ian Galbraith	Inter-Ridge Recreation District
	Ms. Marilyn Thomas	Tiger Hills Recreation District
	Mr. Mike Alexander	Long Plains Indian Reserve

Region	Recreation Director	Location
Interlake	Ms. Heather Campbell	South Interlake Recreation District
	Ms. Heather McBey	Arborg-Riverton Recreation District
	Mr. Sandy Prise	Eastern Interlake Recreation District
	Mr. Vern Desmet	Selkirk
Eastman	Mr. Bruce Schade	Brokenhead River Recreation District
	Ms. Pauline Bechtel	Steinbach
East Norman	Mr. Eric McCormick	Thompson
	Ms. Molly Robinson	Thompson Y.W.C.A.
	Ms. Cathy Barry	Gillam

RECREATION CONSULTANTS INTERVIEWED

Region	Consultants Interviewed
Westman	Ms. Chris Moore
	Mr. Bob Ash
Parkland	Mr. Elmer Billows
	Mr. Gary Dixon
Central	Mr. Dave Parkes
	Ms. Joyce Evans
Interlake	Mr. Dave Cain
	Ms. Jocelyn Renooy
Eastman	Mr. Terry Hoover
	Ms. Ellen Kelley
East Norman	Mr. Jim Hamilton
	Mr. Sam Antila
West Norman	Ms. Dorothy Davidson
	Mr. Dick Weibel
	Ms. Elaine Henderson

POOR

QUALITY

ORIGINAL